



ABERDEEN FOYER MARYWELL CONFERENCE AND TRAINING CENTRE

Booking Terms and Conditions - Important

Health and Safety

Aberdeen Foyer recognises its responsibilities under the Health and Safety at Work Act 1974 and will seek to implement the Act in all activities within its control. The Foyer will endeavour to conduct its activities without risk to the health, safety, and welfare of its employees, project users, visitors and the general public.

All bookings are subject to the following terms and conditions:

Event Hosts/Organisers

- The event host/organiser will be responsible for signing visitors in and out of the Marywell Centre
- Event hosts/organisers may utilise the Reception Area to meet attendees or alternatively the sign in can be conducted in the booked room
- In the event of a Fire Incident the event host/organiser will be required to provide the Emergency Services with names of attendees for a Roll Call
- The event host/organiser must report to Reception in order that the Foyer can familiarise the host/organiser with regard to Fire Exits and other facilities
- Event hosts/organisers should notify the Foyer if any delegates attending are disabled so that suitable evacuation plans can be discussed as per current legislation

Equipment

- In the interests of safety we do not allow the use of own equipment. Should you wish to use your own equipment you must provide evidence that the equipment has been PAT tested. Please contact our Office Manager in the first instance.

Bookings

- Reservations will be regarded as provisional until a fully completed booking form has been received.
- Your fully completed booking form must be emailed or sent to us by mail. Faxes are **not** acceptable.
- The fully completed booking form must be sent to Aberdeen Foyer within **10 working days** of making the provisional booking.
- Aberdeen Foyer reserves the right to accept firm bookings in place of provisional bookings unless and until a fully completed booking form has been received.
- Confirmation of a firm booking will be made in writing and will be deemed **binding** on both parties.

Charges:

- The price of the facilities and services will be stated to the customer at the time of booking
- Invoicing will be based on the facilities and services provided and used on the event day subject to a minimum 3 days notice when catering is required. Less than 3 days notice will incur full costs.
- It is important that rooms are vacated within the reserved time to avoid a penalty charge. A minimum one hour penalty charge will apply should the booking over run and will continue at an hourly rate thereafter.

Catering

- To comply with current food legislation all food and drink consumed on our premises **must** be provided by Aberdeen Foyer's in-house catering.
- We are required to remove any food that contravenes current food legislation. We ask that you therefore do **not** bring in your own food supplies to avoid any embarrassment.

Alcohol

- Alcohol may **not** be brought onto or consumed on the premises except by prior arrangement with Aberdeen Foyer.

Discount

- There is a 15% discount on room hire only for all voluntary or charitable organisations. Proof of status may be required.



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Confirmation of final details:

- Client organisations are required to confirm final numbers and all other arrangements **7 days** prior to the event-taking place.

Cancellation or alteration:

- All notifications of cancellations, any changes in the number of delegates or any change in the duration of the booking **must** be made **in writing**. Email is acceptable but faxes are **not**. If the cancellation is **not** made in writing then the charges noted below **will** apply. We do **not** accept verbal cancellations.
- Cancellations are subject to the following sliding scale of charges:

1 – 2 days in advance of the booking date: 100%

3 – 5 days in advance of the booking date: 75% (note a minimum 3 days notice applies)

6 – 15 days in advance of the booking date: 50%

16 days or more in advance – no charge will be made

Responsibility for damage:

- The client organisation will be responsible for meeting the cost of repair or replacement of any damage to Aberdeen Foyer property, which arises from carelessness, neglect or default of any of its delegates, guests or visitors.
- Where it is believed that such damage has occurred Aberdeen Foyer will contact the client organisation as quickly as possible.

Unexpected Closure:

- Aberdeen Foyer reserve the right to cancel any booking without liability on its part, in the event of any damage or disruption to the Marywell Centre by fire, flood, power failure, industrial action, act of god, weather conditions or any cause beyond our control.
- In these circumstances Marywell Centre staff will do their best to assist the client to find an alternative venue.

Settlement terms:

- Settlement of the final Invoice is due within 30 days from the date of issue.